

# Associated Residential Community Housing (ARCH) Advisory Committee | MINUTES

**Meeting date | time** 11/3/2017 9:30 AM

**Meeting location:** Barrett Room, Administrative Building

<b>Type of meeting:</b>	ARCH Advisory Committee	<b>Attendees:</b>	
<b>Co-Chairs:</b>	Tatiana Zavodny Mark Cunningham		Robert Frazier Ramona Ferreira Jana Severson Valerie Saiag Mayra Estrada Marybeth Ward Anindita Bhattacharya Burgundy Fletcher Rosie Jimenez-Negrete Kim Ciero Ian Hamilton Tatiana Zavodny Sophia Hirkis Ron Joyce (IT Guest)
<b>Note taker:</b>	Leticia Ruelas		

## AGENDA

Meeting begun at 9:40 AM with introductions.

### Announcements:

- Next meeting will be in 2 weeks: 11/17/2017
- Members should look at the drop box and review pending minutes.
  - <https://ucsandiego1.account.box.com/login>

### Mesa Nueva Internet

- Members were given a review of what was previously discussed in the meeting on 10/27/2017.
- **Presentation given by Ron Royce (director of IT). *Presentation will be distributed to ARCHAC.***
  - Involvement with Spectrum
    - Ron is personally working with Spectrum to resolve issues.
    - Worked to replace 6 wireless access.
    - They have cleaned and polished filters.
    - Established a notification procedure with Spectrum.
    - Twice a week Ron has conference calls with front desk to avoid giving residents wrong information.
    - Working with Spectrum on communication and efficiency.
      - Ron sat down with a resident during a call and call dropped 5 times with the representatives.

- Ron recorded the call and played it to the VP. Those 5 Spectrum representatives have not been in Mesa Nueva tickets.
  - Spectrum agreed to table in case residents have concerns.
    - Will start within the next 2 weeks. Need to schedule with Housing.
- Operations summary
  - Average of 3,711 active devices on a network. Peaks at 4,000.
    - 6,200 devices detected overall.
  - Peak hours of use between 8PM-2:30AM.
  - Students are less active from 12-2PM.
    - Spectrum will use this timeframe for outages and future updates.
- Improvements
  - After all the work done there have been no more drops or outages.
    - Demonstrated drops chart.
    - Receiving letters from students thanking them for addressing the problem.
  - Spectrum will replace devices in buildings D and F.
  - Calls have dropped to less than 5%.
- Currently
  - Still have 1 issue
    - Level switch 2 has a 70 second drop due to an electrical problem. Problem being resolved today, 11/3/2017.
- Past Issues
  - Unable to connect wireless printers, cameras and Chromecast.
    - If the device doesn't have a web browser it won't accept it. Residents need to call Spectrum to add devices that don't have a search/add function.
    - Some devices won't work while connected. These students need to be referred to Ron.
  - Televisions
    - 2 users had to replace TVs, TVs were 2 decades old. Don't know of anyone that isn't on a compliant TV.
    - People weren't able to find cable outlet under ruckus boxes in the room. Students were educated.
    - Some people lost television remotes and had issues programming their televisions.
      - Some bought their own remotes.
      - In some cases IT had a remote to help them. Didn't give remote to residents.
  - Outside modems or routers
    - Outside modems or routers won't work. Reached out to the people and now they are aware of this.
    - Spectrum representative instructed people to buy modems. Spectrum was notified to never tell the residents to do that.
  - Switches being off
    - Currently all green with the exception of 1.
      - Has been off for a month as resident choose to turn it off. Resident previously told not to turn it off.
        - They need to make sure residents don't disconnect the IPS as it affects everyone else.
    - Working with Spectrum to have automated ticket created once one of switches goes red.

- Single Sign On
  - There needs to be a security mechanism so others cannot connect to others printers.
  - There's a security block for now that prevents people from connecting to other devices, can't have people sending information to others' devices.
    - Work around: put an approved router into the wall port and set a local Wi-Fi that will grant them access. The router handles security and others can't find it.
  - Single Sign On update
    - Students will use their UCSD information.
    - Spectrum will never get their passwords.
    - Will sponsor accounts to spouses.
  
- Solution in place
  - Guide sheet created for residents.
    - Residents were calling the wrong number (TV vs Internet) or not using the info sheet. They called Spectrum from an online number and those representatives didn't have accurate information.
      - It is important residents call the right numbers as those representatives are trained. If it has to get escalated they will have all the proper information.
      - Calls get resolved in 3 minutes when they call the proper number.
  - Working on an FAQ to send out to residents
  - Monitoring to assure problems don't arise
    - Outages, daily reports, clients usage, daily usage and more
  
- Benefits of having community internet
  - Nobody needs to deal with the equipment.
  - Not limited to one network.
  - Better performance.
  - Can be at a friend's place and still connect.
  - Cost effective for residents.
  - Mesa Nueva residents don't need to deal with billing.
    - There are about 150 billing errors with Rita that IT and their team work to resolve.
  
- Reminders/updates
  - First pilot program. Everything will get easier and easier.
  - If problems arise, Ron should be aware.
  - Have a 10 GB connection, residents only using 2 point something.
  
- Questions
  - Sophia asked if Mesa Nueva residents need to go through VPN to access campus documents.
    - Ron responded while in their rooms they need to go through VPN. There are only few locations where it's UCSD internet (lobby, offices, lounges, conference rooms, etc.). Working on other outside areas such as the pool and pub.
  - Tatiana asked for clarification on the work around to connect devices.
    - Ron answered residents will receive the details on the upcoming FAQ.
  - Anindita asked for FAQ sheet to be placed on lobby and/or elevators.
    - Bob responded housing would both post it and email to residents.

Members agreed Ron's presentation was very informative. Thanked Ron for all his help.

Meeting adjourned around 10:36 AM. Next meeting will be on Friday 11/17/17 at 9:30 AM at the Barrett room.